

# WITH PASSION FOR COFFEE

## User manual



# COFFEE QUEEN

## Eminence

Your retail dealer

U / GB

Rev. 071208



## 1. Table (list) of contents.

### OPERATING INSTRUCTIONS:

1. Table of contents	sid.	2
2. General		3
3. Overview of components front		4
3. Overview of components mixing system		5
4. <b><u>SERVICE: Installation and start</u></b>		
Place the brewer		6
Connectings: Electricity and Water		6
Starting up machine		6
Fill canisters		7
5. <b><u>Operation</u></b>		
Brewing of coffee in cup, chocolate,		8
Brewing of jug		9
6. <b><u>Cleaning program</u></b>		
Automatic cleaning of brew mechanism, mixing bowl		10-11
Cleaning of brew house, dismantling of brew house		10-11
Automatic cleaning of mixing bowl		12
Automatic cleaning of In/Outlet valves		13
Rotate brew mechanism without water or ingredients		14
7. <b><u>Weekly cleaning</u></b>		
dismantle mixer system		15
wash these parts		15
assemble mixer system		16
8. Cleaning and maintenance		
dismantling exchange and cleaning of coffee filter		17
outward cleaning		18
9. Cup counter and Easy access		19
10. Safety functions		20
11. Failure messages		20
12. Storage / Transportation.		20
13. Installation of coin mechanism		21
14. Dimension sketch		22
15. Circuit diagram.		23



We congratulate to your choice of a Coffee Queen Freshbrew machine.

**Please read this manual before you take the machine into operation for the first time.**

The manual contains important instructions for a safe and proper use of the machine.

Always keep this manual within reach for the user!

#### **Coffee Queen / *Eminence***

- Making coffee cup by cup
- Jug facility with key switch
- 8 choices of drinks,
- 3 ingredients canisters,
- Brewing mechanism with coffee filter
- Electronically temperature controlled
- Adjustable coffee strenght
- Illuminated cup while brewing
- Clock functions
- Base cabinet with storage and large waste bin (optional)
- Manufactured in stainless steel

#### **Facts:**

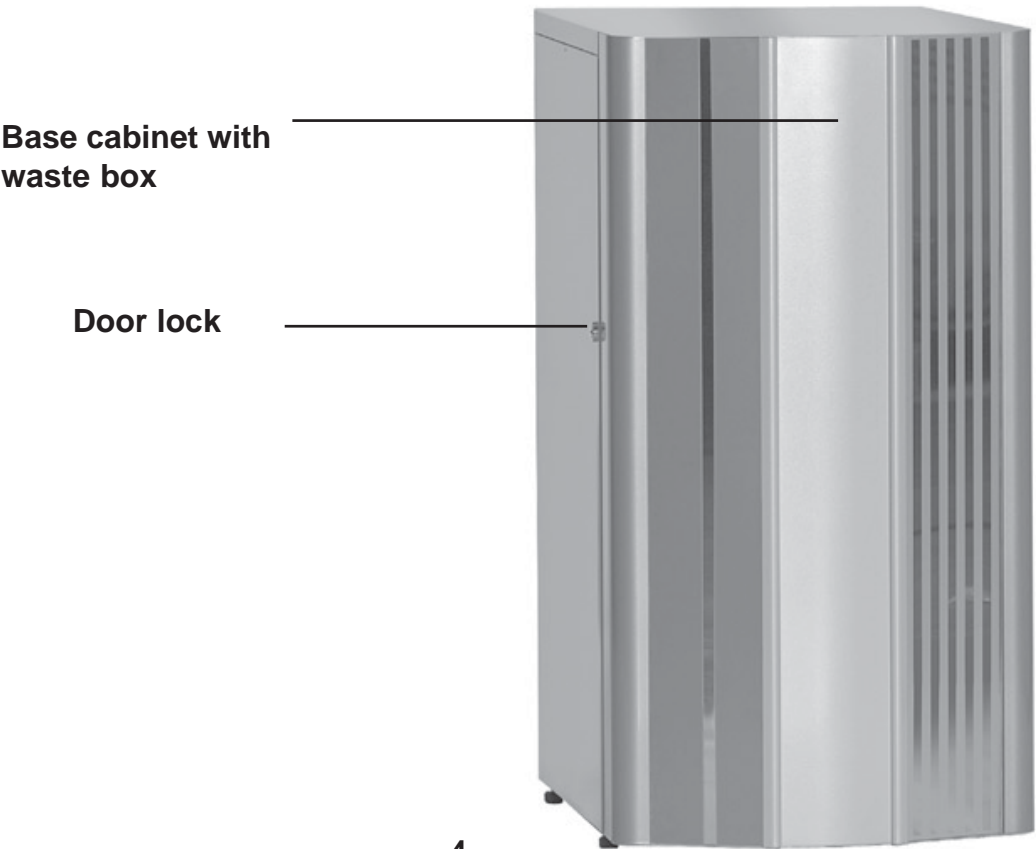
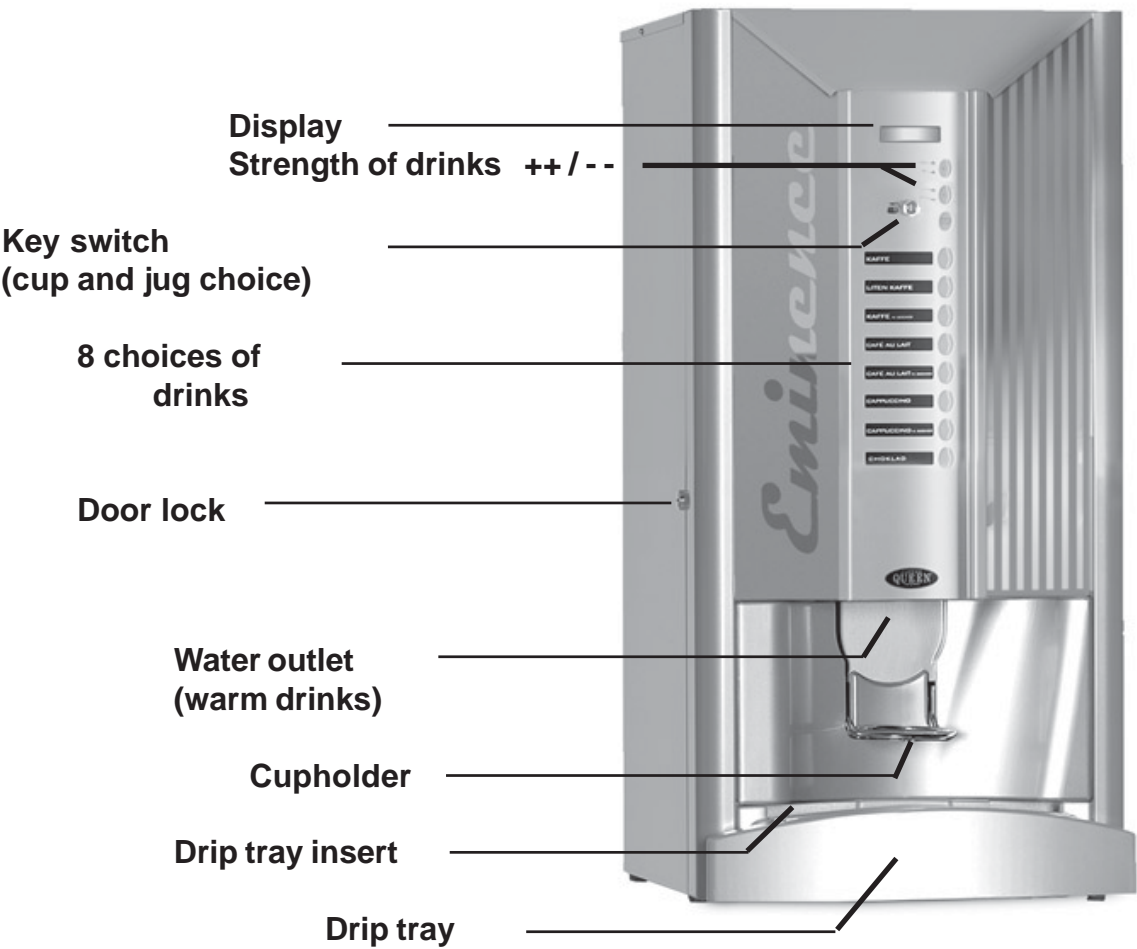
Height	860mm
Width	420mm
Depth	580mm
Weight	38kg (+ ground cabinet 25kg) packing approx.5kg
Tankage	2.4 litre
Electricity	230V/2200W
Water connection	½"outside thread (enclosed)

#### **Capacity:**

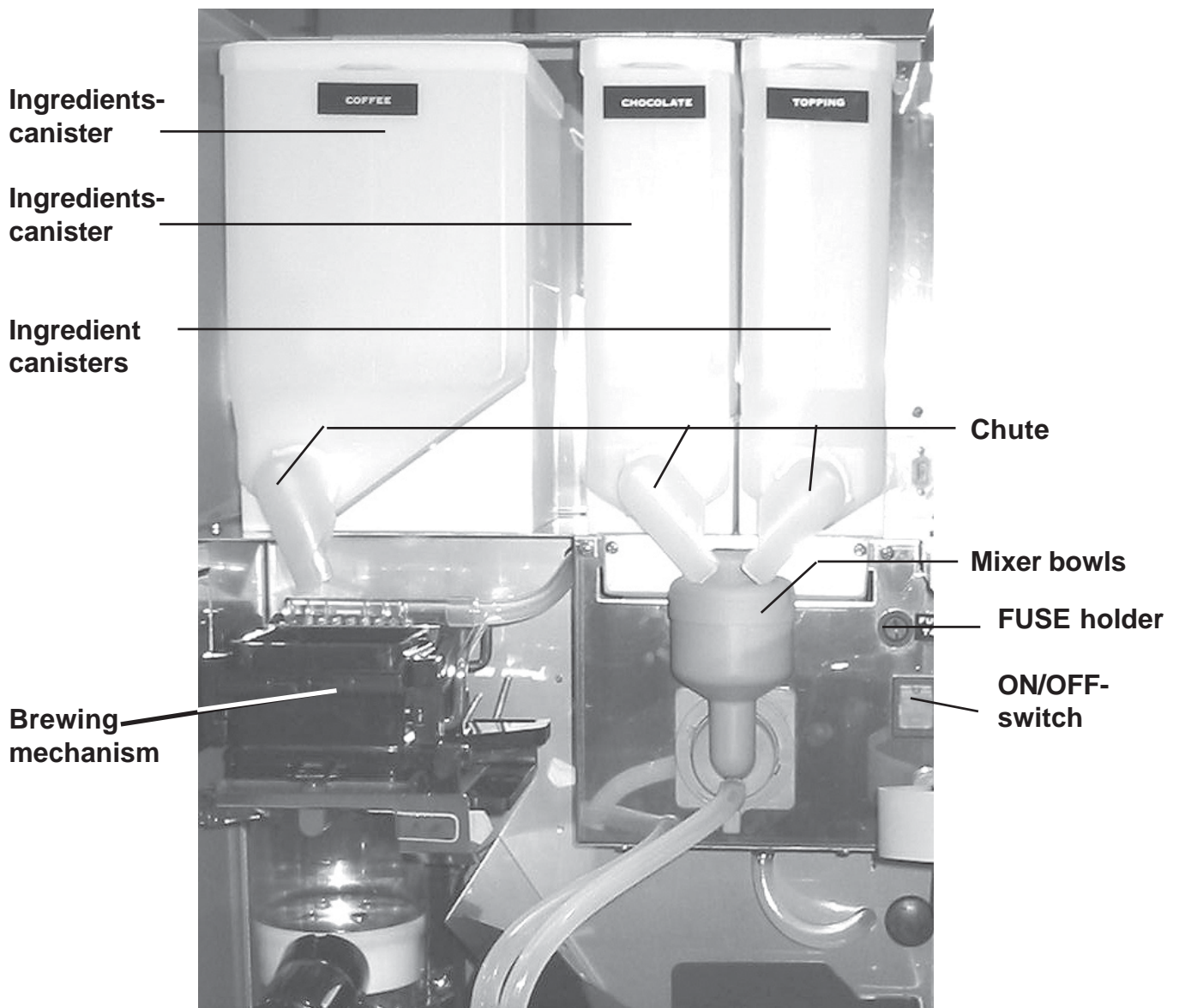
Cups of coffee	200 cups/filling
Ingredients canisters	3 st. (coffee, chocolate, topping).











Detail;	Ingredients;	Width;	Height;		Volum/litre;	Amount/unit
Canister;	coffee	160	250		5,3	1
Canister;	choco	78	250		2,55	1
Canister;	topping	78	250		2,55	1



1. Place the brewer on a flat level and waterproof surface.



Connect the electrical plug to a separate grounded wall socket

**Grounded wall socket  
230V 10A**



**OBSERVE!**

**Make sure there is a space behind the machine for free flow of air.  
( minimum 10cm ).**

2. Connect attached water tube to cold water with an R 1/2".  
Make sure that the water hose not are kinked anywhere when machine is pushed into place.

Please flush the water tube before connecting to machine, this to avoid any particles to damage the inlet valve.

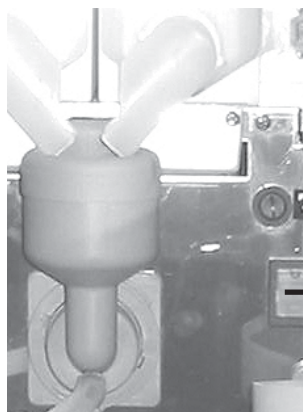
- 3.. Open the water inlet.

4. Turn on the ON-OFF switch inside the door.

Water is been filled into the tank automatically with 2,4 litres of water. The heating will not start before the water level reaches the level sensor.

**Set temperature is approx 97°C.**

5. Close door.



**ON / OFF  
Switch**

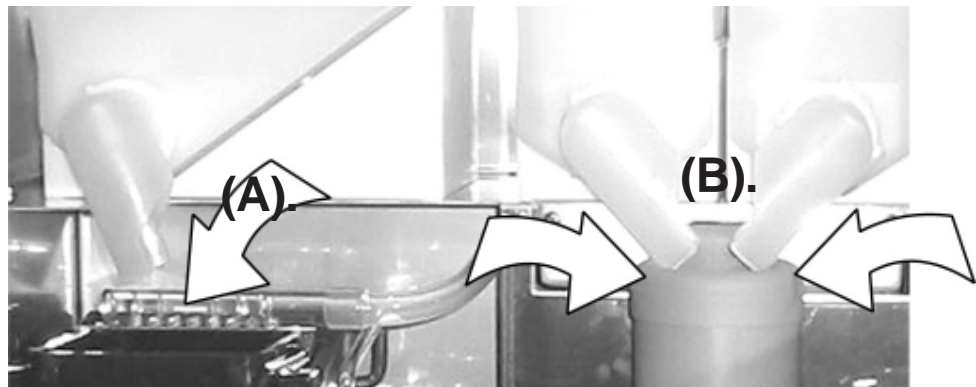


**6. Fill canisters with ingredients.**

Take out (this to avoid unnecessary spillage in the machine) ingredient canisters and fill them with ingredients.

**7. When placing the ingredient canisters:**

Make sure that the outlet pipes on the ingredient canisters are touching the steam traps (B) and that the coffee powder will fall into the centre of the brew mechanism (A).



When the water is heated up to right temperature the message **"please wait"** will disappear and the machine is ready to use.

**"please wait"**



**Brewing of coffe. Chocolate etc.**

1. Place a cup in the centre of the cup holder..



2. The strength has a standard setting,  
if you wish to increase or decrease it, do as follows  
if not continue to point 3.

**Stronger drink;**

**Increase by pushing + or ++ for 5% or 10%**  
alternative

**Weaker drink;**

**Decrease by pushing - or -- for 5% or 10%**  
(the indication lamp will go up or down  
depending of choice).

3. Choose drink by pushing on the button to the right of each menu  
The display will show; "Please wait", and the cup will be illuminated.
4. Wait until the light on cup and the message "Please wait" has been turned off before you take your cup.
5. Enjoy your drink.



## **Brewing of jug.**



1. Place a jug in the centre of drip tray by lifting up the cupholder.



2. Turn on the key with jug symbole clockwise.
3. 6 cups of brewing is standard settings,  
Change amount of cups by pushing + or - button.  
Optional up to 12 cups or down to 1 cup brewing.
4. Push the button for drink 1.
5. Wait until the light and message "Please wait" has been turned off before you take out the jug.
6. Serve a jug with good coffee.

Serving pot 1, 8L  
art.nr. 110001

Serving pot 1,2L  
art.nr. 1103091



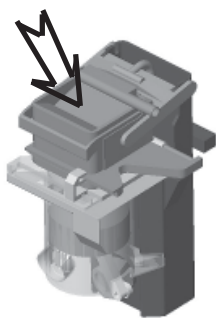
**Automatic cleaning of brew mechanism, mixing bowl:**

Shall be done every week.

The brew mechanism can easily be cleaned with the key switch in "cup" (normal) position.



Fig.B

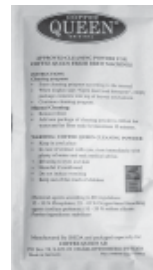


1. Turn the key slowly ninety degrees and back again.

**Push button for drink 1 for 6 seconds.**

**Fig. A**

2. After 4 seconds the signal will go faster.
3. After 6 seconds **The display shows;** "Open door"  
"load detergent".
4. Fill 25gr cleaning agent (one portion bag fig.A) in to the brew mechanism fig. B. (will be supplied from your dealer).
5. **The display shows;** "Close door"
6. **The display shows;** " When ready press key"  
Place a jug into the drip tray and **push button for drink 1**



7. **The display shows;** "Cleaning mixer" (2....)
8. **The display shows:** "Rinsing coffee" "Soak time:"  
The machine start to count down from 300 seconds.
9. **The display shows.** "Brewer cycle" the machine is counting down.

To stop cleaning process: push "Stop" button.  
The brew mechanism will go back to start position.  
NOTE! Dont stop the process when detergent has been loaded.  
Then the cleaning must be finished.

**IMPORTANT! Cleaning of brew house.**

After the automatic cleaning program is finished. Clean brew house! This must be done, to make sure that you will remove residual detergents and coffee remains!

**Dismantling and cleaning/washing brew house:**

Do as follow in paragraph 10- 19. (See fig. 1,2,3,4 page11).



10. **Push "+" button in 6 seconds**
11. The display shows: "Change paper/Rotate" "Push E/ +"
12. Push "E" button.
13. The display shows; "Preparing paperload".
14. The machine will rotate in position.
15. The display shows,"Change paper"
16. **Open door, dismantle, clean and reassemble brew house.**  
page 11.
17. Close door.
18. Machine is ready to use again.
19. Take out a cup of coffee and waste it just to make sure that there is nothing left of detergent.

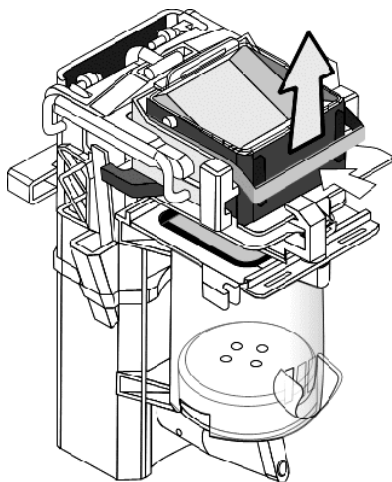
**If machine not will go back in start position.  
Restart machine.**



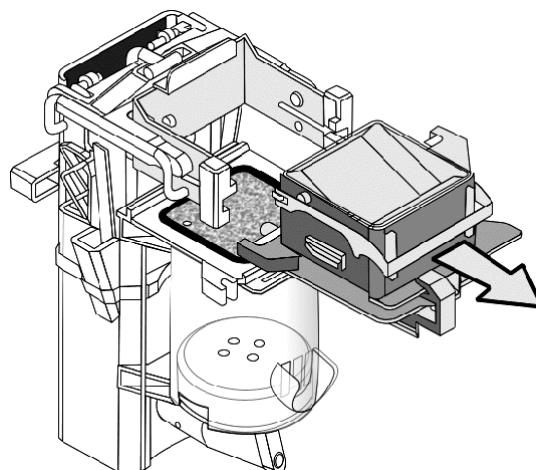
**Dismantling and cleaning/washing brew house:**

Dismantle brew house:

1.

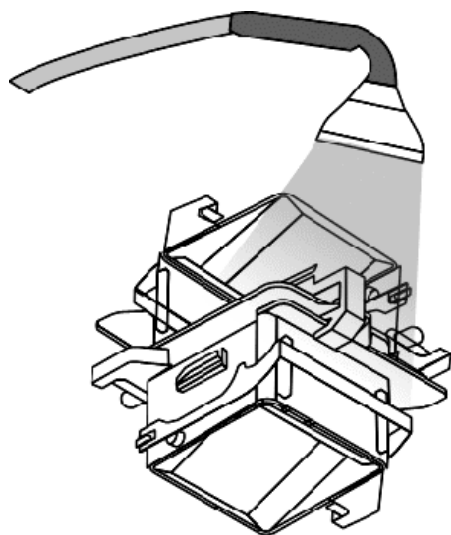


2.



**3. Flush brew house!**

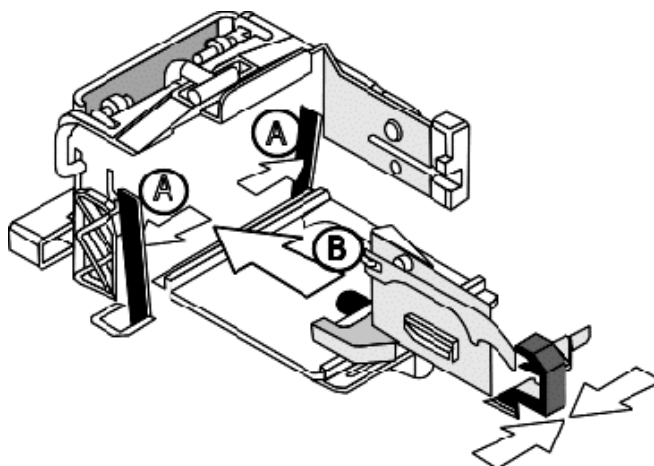
To remove detergent and coffee remnants.



4.

**Reassemble brew house.**

**NOTE!** When reassemble brew house make sure that (B) wiper are between (A) arms.





**Weekly cleaning! Automatic cleaning of mixing bowl.**

If you only wish to clean the mixer bowl ; Follow these instructions:



The mixer bowls can easily be cleaned with the key switch in "cup" (normal) position.

**Automatik cleaning of mixer bowl**

1. **Place a jug in the drip tray.**
2. Turn the key (1) slowly ninety degrees and back again.
3. **Push button (3) for 6 seconds.**

After 4 seconds the signal will go faster.

After 4 seconds the mixer bowl and the whipper house no.2 starts to be cleaned in 5 seconds.

**The display shows: "Cleaning 2".**

**By cleaning means that water is flushed and whipper motor rotates.**



**Automatic cleaning of In/Outlet valves:**

The In/Outlet valves can easily be cleaned with the key switch in "cup" (normal) position.



1. Place a jug in the drip tray.
2. Turn the key slowly ninety degrees and back again.
3. Push button for drink 1 and 2 at the same time for 6 seconds.

**Keep buttons down.**

All In/Outlet valves will now start to open and close with 2 pulses/second in 10 seconds or as long as you hold the buttons.

The display shows: "Cleaning valves".

4. Push button for drink 2 for making a brew cycle and flush remaining water and scale from the cleaning.

By cleaning is meant that valves "knocks" away eventual scale and other particles which has been attached in the cylinders and that they are flushed away with the water.



**Rotate brew mechanism without water or ingredients:**

The brew mechanism can be rotated without water and ingredients with the key switch in "cup" (normal) position.

To be used when brew mechanism has been dismantled for washing and shall be remounted.

**1. Push "+" button for 6 seconds**

After 4 seconds the signal will go faster.

The display shows: "Change paper/Rotate"  
"Push E/ +"

**2. Push + button.**

The display shows: "Rotate cycle without water".

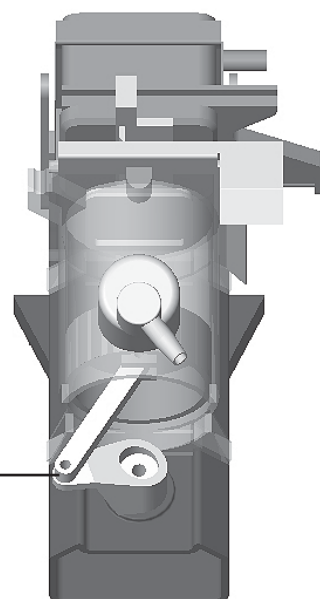
**3. Push button for drink 2.**

The display shows: "Rotate"

The brew mechanism rotate one turn without water and ingredients and the mechanism falls into position if it has been dismantled.

**Observe! The push rod shall be in position  
"8 o'clock"**

**If not take out again and repeat the procedure.**

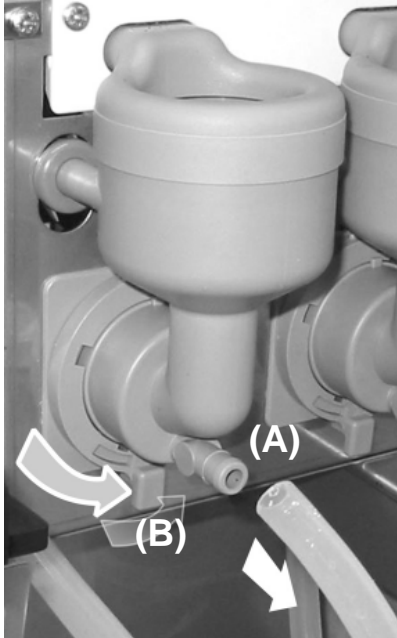


Eight (8) o'clock.

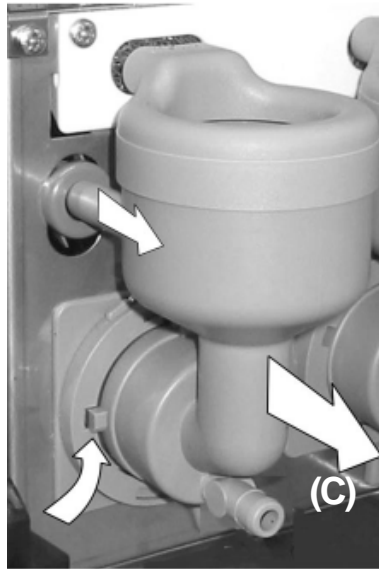


**Dismantle : Mixer system**

1. Loosen outlet hose (A) and turn lock knob (B) anti-clockwise.



2. Loosen mixer bowl. Pull apart (C).



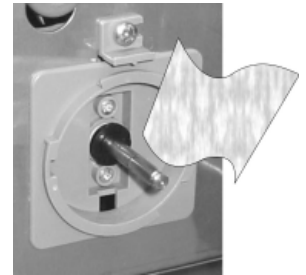
3. Loosen whipper (D) pull whipper straight out from the machine.



4. Turn lock knob anti-clockwise.(E) until it stops

**Cleaning**

5. Clean with a wet rag and drought drily.

**Wash these parts:**

**6.**

**A. Mixer bowl**



**B. Steam trap**



**C. Whipper**



**D. Assembly plate**

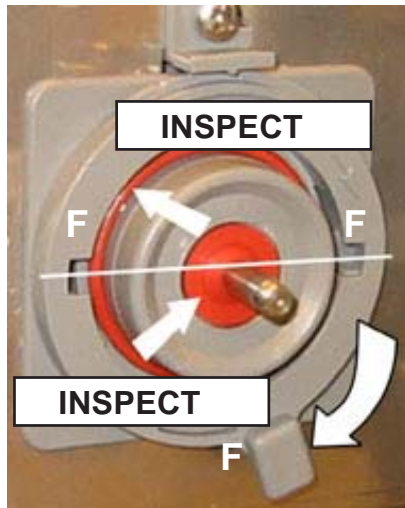


**Make sure this parts are dry before use**

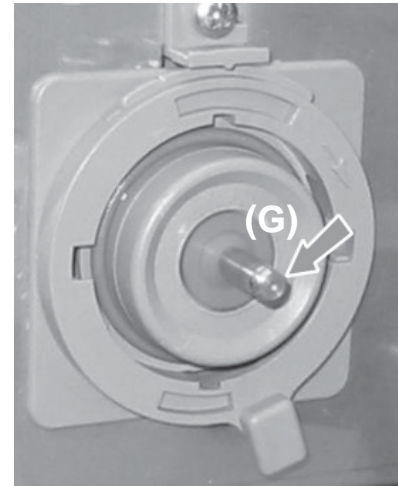


**REASSEMBLE: Mixer system**

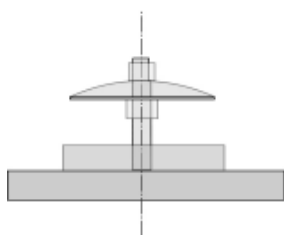
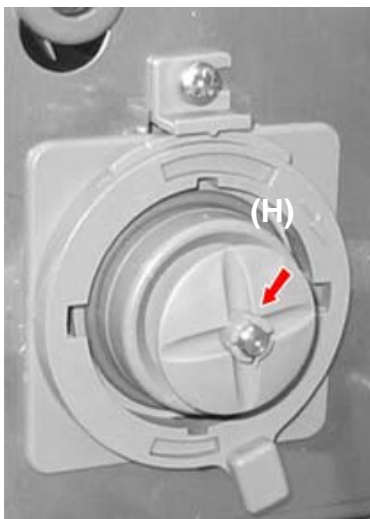
7. Reassemble the assembly plate by turning lock knob **(F)** clockwise. **INSPECT** gaskets.



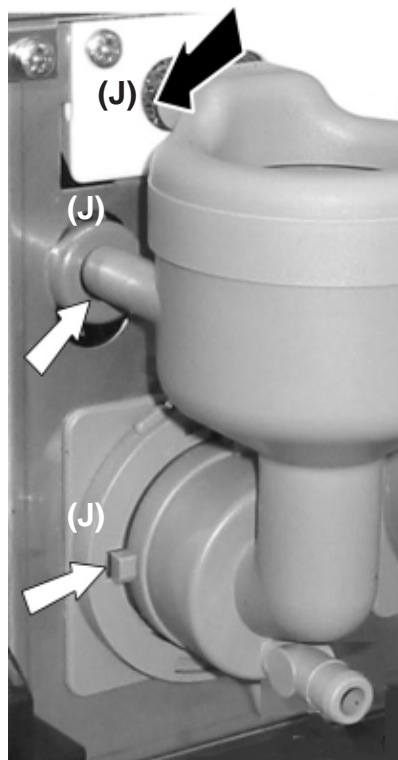
8. Make sure that the motor whippers plane side will be in accordance with the whippers plane side. see next **(G)** and picture **(H)**.



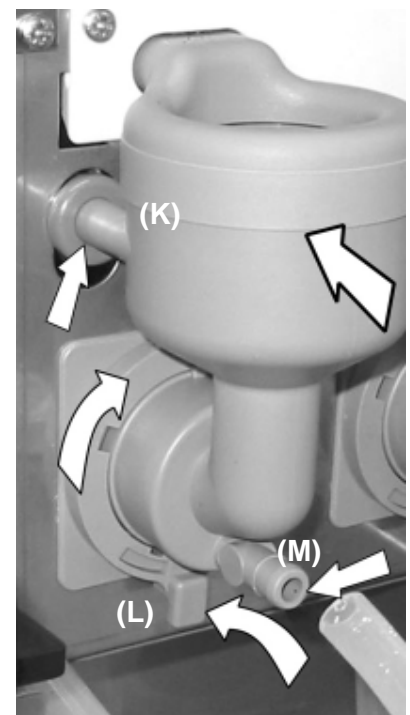
9. Assemble whipper , pull until you hear a clicking noise. **(H)**.



10. Assemble mixer bowl and steam trap **(J)** see picture.



11. Easily push the mixer bowl towards, according to **(K)** and lock with lock knob **(L)**. Connect outlet hose **(M)**. **(NOTE!** make sure that all water hose are connected at right place





**Dismantling and cleaning coffee filter.**

A Tool for dismantling the coffee filter, comes with the machine.



1. Push **" + button "** for 6 seconds.

After 6 seconds the display shows; "Change paper/ Rotate"  
"Push E/+".

2. **Push button for drink 2.**

**The display shows; "Preparing paperload".**

The machine will rotate in position.

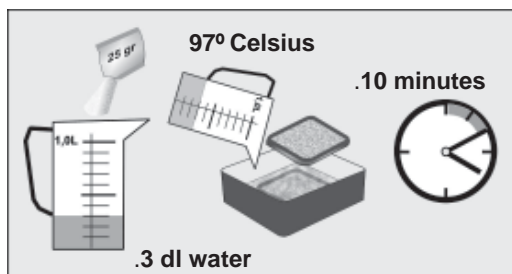
When the display shows, "Change paper" open the door and insert the dismantling tool through the brewer spout all the way to the back of the cylinder, then slide it up until contact is made with the screen assembly.

Push up on the rear of the screen assembly until it pops out of the cylinder.

3. Soak the screen assembly in a solution of 25gr. cleaning agent in 3dl water for a maximum of 10 minutes.

**Cleaning of coffee filter**

Fig. 3.

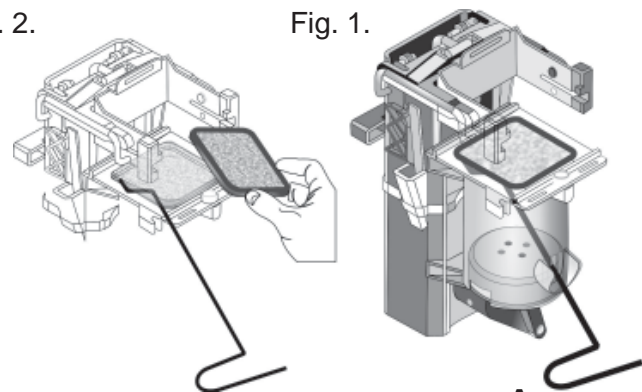


(Cleaning agent receives from your retail dealer)

Fig. 2.



Fig. 1.

**Dismantling coffee filter****A**

4. Remount the screen assembly and close the door. Then the machine will return to start position and the machine is ready for use.  
If machine not will go back in start position. Restart machine!
5. Make a cup of coffee and throw it out.  
To make sure that there is nothing left of detergent.

**Prolonged contact** with cleaning agent may damage the screen assembly. Once this is done, the screen should then be thoroughly rinsed with dish soap and warm water to remove any leftover residue.

**Cleaning agent: (brew mechanism)**  
**Filter: (brew mechanism)**  
**Tool: (dismantling filter)**

**Coffee Queen article no 1104161**  
**Coffee Queen article no 47200213**  
**Coffee Queen article no 4720090**



**Outside cleaning;**

**Outside cleaning; use a soft rag and liquid cleaning agent to prevent scratches.**



**Cup counter:**

The machine has an in built cup counter which is available to see and reset with the key switch in "cup" (normal) position.



1. **Push "-" button for 6 seconds.**
2. After 4 seconds the signal will go faster..  
The display shows: **"Total xxx cups"**
3. Push button for drink 2.  
The display shows: **"Choice 1 free xxx cups"**
4. Push button for drink 2.  
The display shows **"Choice 1 coin xxx cups"**
5. Push button for drink 2.  
The display shows **"Choice 1 xxx cups in can"**
6. Push "+" button to reach to "choice 2" etc.
7. Push choice 3 to reset the counter.
8. Push "Stop" button to go back to user mode.

**Easy Access:**

Volume and strength can be adjusted  $\pm 15\%$  with the key switch in "cup" (normal) position.

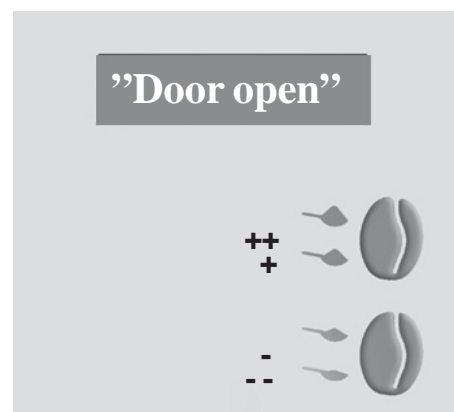


1. **Push "+" and "-" button at the same time.**
2. After 4 seconds the signal will go faster.
3. The display shows: **"Easy access" "strength 1 100%"**
4. Choose the drink you want to change by pushing "+" or "-" button.
5. Push button for drink 2.
6. The display shows: for example. Volume 4 and"  
Blinking 100%"
7. Change by pushing "+" or "-" button.
8. Push button for drink 2 to confirm the change.  
Press "stop" to go back to user mode.



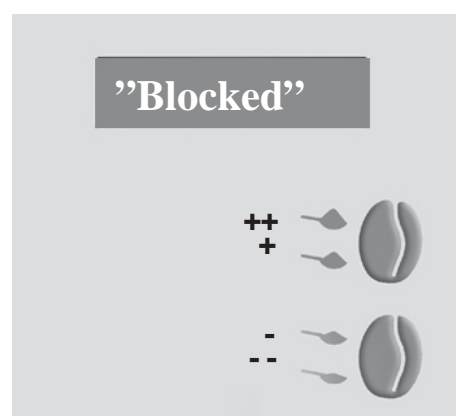
### The machine is equipped with following safety functions

1. Indication of door  
Door not closed  
The display shows; "Door open"
2. When machine is not in use:  
Valves are blocked.



### Failure messages which can mostly be corrected without any help from service company

1. The display shows; "Blocked" "Water level low"  
**Please check incoming water connection**  
**Turn off the machine with the main switch**  
**wait for 10 sec. and turn on again.**
2. The display shows normal: but no drink is coming.  
Possible cause of failure:  
Mechanical stop in the ingredients canisters or whipper.



**Measure: Try to find the cause of failure. Clean the mixer system and try again.**

### Transport and no use in long time.

1. Turn off the switch, pull out the plug and close incoming water tube.
2. Empty water tank.
3. Keep machine free from frost.

Long machine storage at temperatures below 0°C (zero degrees celsius) can cause damage of the machine. Total emptying of water is recommended.



## 13. Installation of coin mechanism

### Installation of coin mec for freshbrew machines. CQ

**Important!:** The coin mec. must only be installed by authorized, qualified personnel.

1. Assemble coin mec and connect to display-card, placed inside door.  
(see fig. 10).

( Connect with the enclosed  
cable (A). Make sure that  
power is off.

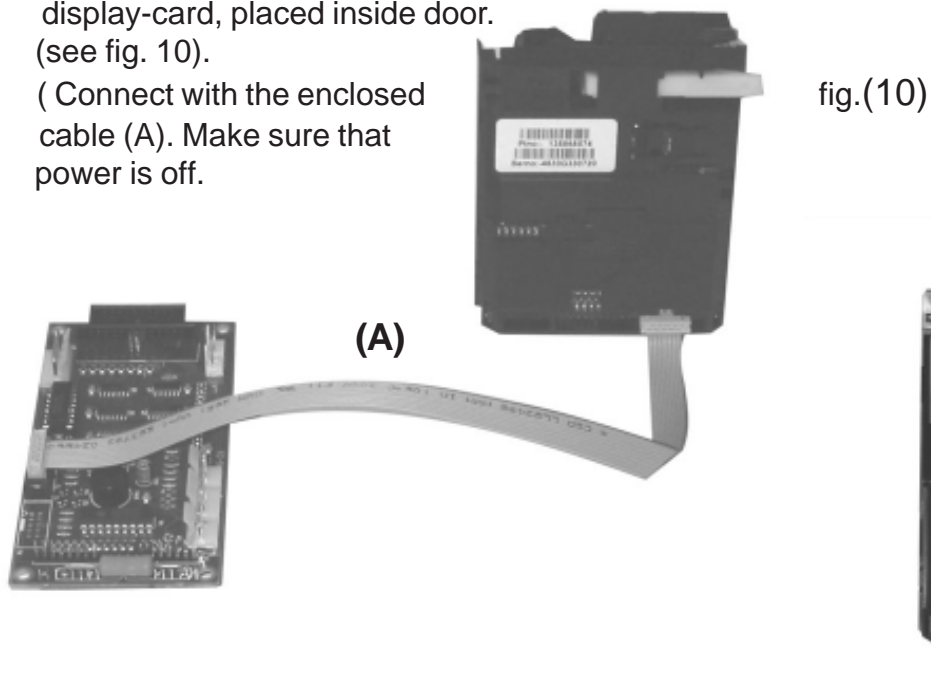
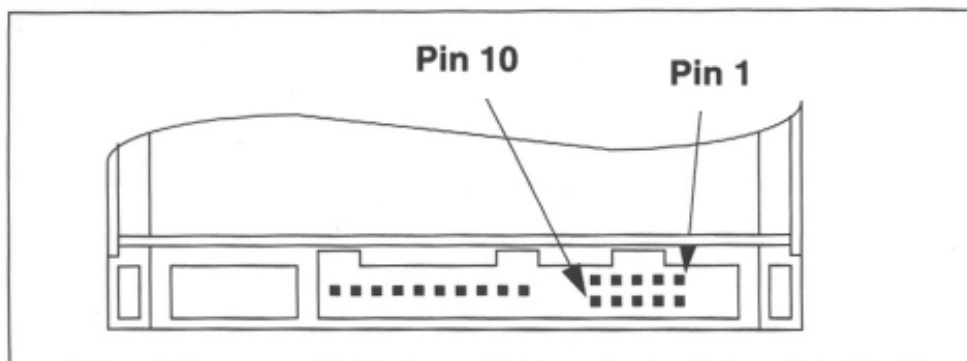


fig.(10)

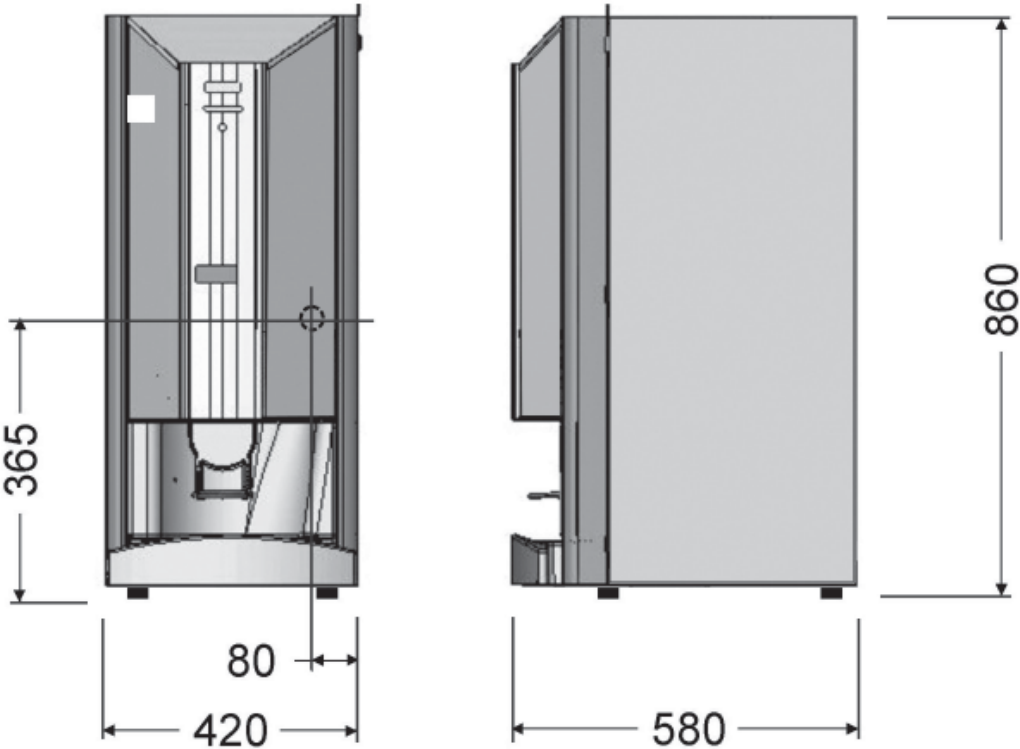


Cable  
connecting

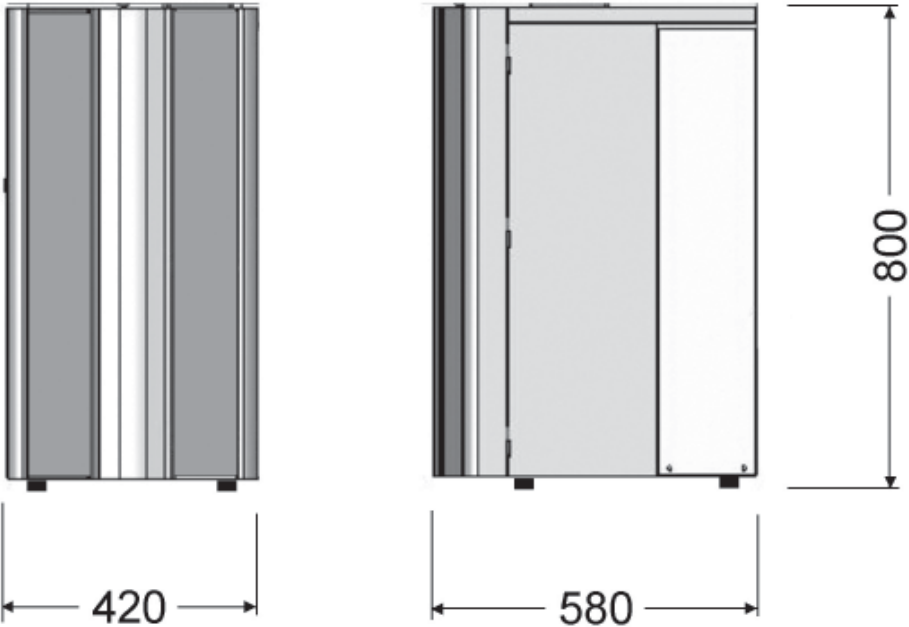


Placement contact: Version 212



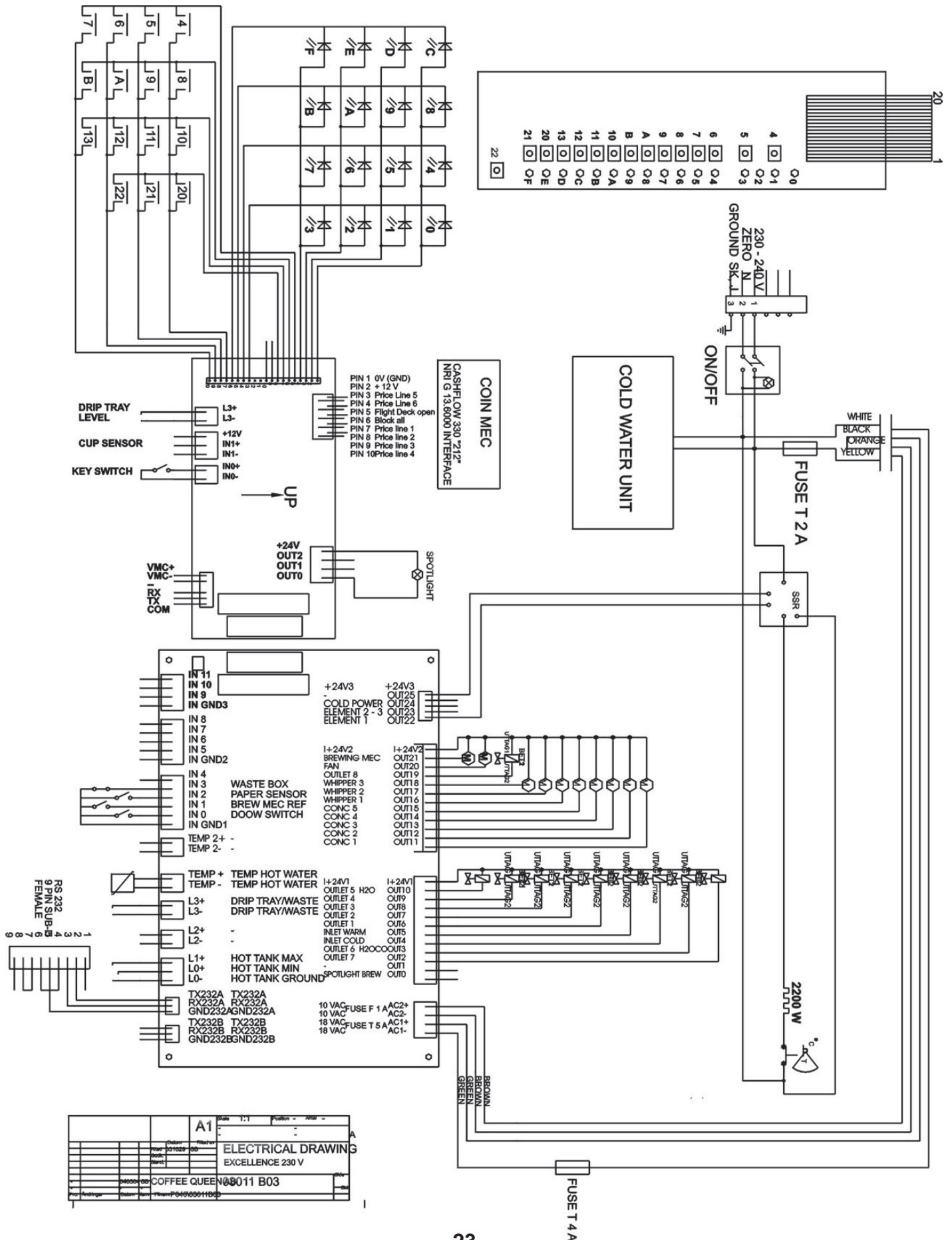


Base cabinet Eminence.





## 15. Circuit diagram.





# COFFEE QUEEN

## EMINENCE



**FÖR SERVICE**  
○  
**Please contact your retail dealer**

<p>Your retail dealer</p> <p>.....</p> <p>.....</p> <p>.....</p>
--

**COFFEE QUEEN AB, Box 960, 671 29 ARVIKA**, besöksadress; Korpralsv 1B,  
Tel vxl; +46 (0)570-47700, service +46 (0)570-47730, lager +46 (0)570-47720, Fax; +46 (0)570-47719  
E-mail: [info@coffeequeen.se](mailto:info@coffeequeen.se) [www.coffeequeen.se](http://www.coffeequeen.se)

Art. nr/Art. no. 1704306